



IOWAccess Monthly Status Report

May, 2005

Table of Contents

	<u>Page</u>
Highlights of the May 11, 2005 IOWAccess Advisory Council Meeting	2
2005 Legislative Update - Establishment and Funding of the New Technology Governance Board	3
RFP for Ongoing Marketing and Support of IOWAccess Issued	4
Information Technology Enterprise – IOWAccess Project Status Reports	5
Iowa Interactive – IOWAccess Project Status Report	10
Update on Electronic Tax Administration Program	16
eGovernment Policy Research Project Update	17
28E Project Update	19
Update On The Online Phone Book Project	20

Report Compiled by:

Tom R. Shepherd
Executive Officer
State of Iowa
Department of Administrative Services
Information Technology Enterprise
phone: 515-281-6902
fax: 515-281-6137
email: tom.shepherd@iowa.gov



Highlights of the May 11, 2005 IOWAccess Advisory Council Meeting

Election of a New Chair and Co-Chair

The council unanimously elected Sheila Castaneda as the new chair and Richard Neri as the Vice-Chair of the IOWAccess Advisory Council. Congratulations to Sheila and Richard.

Letter of Appreciation for the Leadership of Quentin Boyken

Upon completion of the election of the new Chair and Vice-Chair, the council asked that a letter of appreciation be sent to the law firm of the outgoing chair, Quentin Boyken, expressing appreciation for his past leadership of the council. The letter, dated May 12, 2005, was issued by Mollie Anderson and John Gillispie and said:

“We are writing to express our most sincere appreciation for the participation and leadership of Mr. Quentin R. Boyken on the IOWAccess Advisory Council. From July 2002 until the May 11, 2005 meeting, Quent served as the Chair of the council. Not only did Quent serve on the IOWAccess Advisory Council, his chairperson position required dual membership on the Information Technology Council. His leadership and professionalism have established the IOWAccess Advisory Council as a body that adds value to state government and is a powerful voice for meaningful E-Government services for the citizens of the State of Iowa.

His legacy is both a stronger and more effective portfolio of IOWAccess programs. The current and former members of the council are unanimous in their praise for his stewardship of IOWAccess. The incoming chair feels fortunate to have the opportunity to build on his record of accomplishment.

Under Quent’s leadership, the issues explored were important ones which shed light on the ideas, processes, and policies that shape electronic government services in the twenty-first century. He led the council in pursuing a variety of approaches to the delivery of electronic government services and accommodated the variety of views and priorities represented by, and to, the council. He has shown a deep and abiding concern for the quality of government in Iowa and we look forward to his continuing participation on the council.”

A copy of the letter was also sent to the Executive Director and the President of the Iowa State Bar Association.



Actions taken at the May 2005 IOWAccess Advisory Council Meeting

The IOWAccess Advisory Council made the following recommendations:

1. To approve \$75,000 for the Phase I work and Phase II planning for automating the intake, case management, and reporting of civil rights complaints.
2. To approve \$53,333.17 to fund Phase II of the automated food establishment inspection reports for the Department of Inspections and Appeals. This will complete the web application and make the electronic reports available through IOWAccess.
3. To approve \$40,000 to make improvements to the Missing Persons Reports Online application. This will reduce the staff time and improve the functionality of the application, as well as ensuring that the application is compliant with state law.
4. To approve \$400,000 to purchase and install in-car computers in State Patrol cars.

2005 Le

gislative Update - Establishment and Funding of the New Technology Governance Board

House File 839 from the 2005 legislative session establishes a Technology Governance Board. The bill also eliminates the current Information Technology Council and transfers most of its duties to the new Technology Governance Board. The bill provides for transitional provisions relating to the formation of the board, which include making the current public members of the Information Technology Council appointed by the Governor eligible to be appointed to the new Technology Governance Board to fill the public member positions. The new Technology Governance Board is composed of ten members:

- The Director of the Department of Administrative Services.
- The Director of the Department of Management, or the Director's designee.
- Eight members appointed by the Governor as follows:
 - Three representatives from large agencies.
 - Two representatives from medium-sized agencies.
 - One representative from a small agency.
 - Two public members who are knowledgeable and have experience in information technology matters.

House File 839 provides that the activities of the board are to be funded out of the IOWAccess revolving fund. The bill provides that for FY 2005-2006, of the funds appropriated for IowAccess, an amount not to exceed \$250,000 may be used by the Department of Administrative Services to support the activities of the Technology Governance Board. The provisions of this bill are effective July 1, 2005.



RFP for Ongoing Marketing and Support of IOWAccess Issued

A Request for Proposals for Ongoing Marketing and Support of IOWAccess (RFP #BD80500S351) was issued May 16, 2005. A vendor's conference is being held on Thursday, May 26, 2005 in the Grimes State Office Building, 2nd Floor ICN Room, E. 14th and Grand, in Des Moines from 8:00 a.m. to Noon. Sealed proposals must be submitted to DAS-GSE Purchasing on A Level, Hoover State Office Building no later than 3:00 P.M. CDT on June 15, 2005. The Purchasing point of contact for this bid is:

Ashley Super, PA III
DAS GSE - Purchasing
1305 East Walnut Street
Hoover State Office Building, Level A
Des Moines, IA 50319-0105
Ph: 515-281-7073 Fax: 515-242-5974

Reminder:

The next IOWAccess Advisory Council Meeting is scheduled for July 13, 2005.



Information Technology Enterprise – IOWAccess Project Status Report as of May 22, 2005

Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Campaign Ethics	IA-007-FY04-Ethics	Miscellaneous Contribution Tracking	11/3/03	The current scope is drastically larger than originally contemplated. As a result, we have will have completed only the Planning Phase within the \$7,000 budget originally approved. We intend to suspend work on this until the next meeting in order to allow the board to decide on a course of action.	15-Jan 2004			
Campaign Ethics	IA-008-FY04-Ethics	Lobbyist/Client Tracking System	11/3/03	Project has been put on hold awaiting the impact of potential legislative action.	12/1/2004	TBD		
Inspections and Appeals	IA-004-FY04-DIA	Food Inspections Online	original - 11/3/03 funding increase - 4/19/04 Ph 2 funding - 5/11/05	Ver 1.7 Execution currently underway. Expect a mid-June completion. Will start Ph 2 Execution upon delivery of v 1.7	Phase 2 start 1/31/05			
Inspections and Appeals	IA-002-FY04-DIA	Targeted Small Business Online	11/3/03	Project is being held until Planning phase for Social Gambling project is completed. Currently anticipate starting work on this toward the end of May.				



Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Inspections and Appeals	IA-003-FY04-DIA	Social Gambling Online	11/3/03	Have created a draft Statement of Work and Project Plan for customer approval.		28-Feb 2004		
Department of Education	IA-005-FY04-ED	Online Teacher License Renewal	original 11/3/2003 added funding - 1/12/05	Executing project closure review and cleaning up any remaining issues.		31-Aug 2004	24-Sep 2004	31-Mar 2005
Dept. Human Services	IA-010-FY04-DHS	Food Stamps - Web Intake	1/26/04	Have created screen mockups to be reviewed with customers. Have created data model and received acceptance from the customer.		TBD		
Dept. Human Services	IA-001-FY04-DHS	Child Development Home Registration Renewals	1/26/04	Requirements have been finalized and signed by the customer. Starting design and implementation by beginning of June.		TBD		
Iowa State University		28E Project	4/19/04	Held meeting with Sec State and ISU to finalize Requirements. Functional Requirements have been finalized, though Sec State has brought up a couple of issues regarding utilization of standard authorization software and application hosting by ITE. Also, see page 19 of this report.	23-Nov 2004			



Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Iowa State University		E-Government Research Project	6/17/04	Draft report on business responses to survey presented at 5/11/05 meeting. Comments on draft due back. Also, see pages 17 and 18 of this report.				
Department of Revenue	P-025-FY04-DRF	Electronic Tax Administration	1/26/04					
Dept. of Public Safety		Criminal History Background Check	6/17/04	No progress. Waiting for customer to continue. Customer will be out of the country for a month starting 5/20.	6-Aug 2004	TBD		
ITE		Enterprise E-Mail Subscription Service	9/10/04	Lyris server add-ins have been purchased and installed. These will perform a large part of the functionality needed. Currently reviewing products to do Web page change detection.				
Dept of Ag		Soil Conservation Grant application - Planning	Planning phase - 9/10/04	Continuing to make slow but steady progress. Documentation of process flows almost complete.	30-Nov 2004			
Dept. of Public Safety		Missing Person's Reports On-line - Implementation Phase	Implementation - 5/11/05	Customer has Requirements, detailed design and SOW for their approval. Upon signature ITE will be able to begin Execution.		11-May 2005		



Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
DNR		Digital Camera /Prof Photo Services for Campsite Photos	9/10/04					
ICN		Interactive State Phone Directory - Planning	11/10/04	Please see pages 20 and 21 of this report for a detailed update.				
Judicial Branch		Supreme Court Commissions - Planning	Planning phase - 3/9/05	Have completed a draft of the process flows to be reviewed with customer. Beginning creation of Requirements spec.				
Iowa Civil Rights Commission		Iowa Civil Rights Commission - Ph 1 & Planning	Ph 1 work and Ph 2 planning - 5/11/05	Have scheduled initiation meeting with customer for 6/2.				

Completed Projects are listed on the next page.



Completed ITE Projects								
Department	Project Number	Project Name	Approved	Status	Planning start	Planning End	Coding Start	Completion / Rollout
Campaign Ethics	IA-006-FY04-Ethics	WRS Public Access Improvements	11/3/03	Project is complete and has been moved into production.				
Dept. of Public Safety		Missing Person's Reports On-line - Planning Phase	Planning - 9/10/04	Planning completed. Funding for implementation approved and will be reported under a new line item.	1-Feb	1-May		
State Auditor's office		State audit reports online	Concept approval - 6/17/2004 Funding approved - 9/10/04	Project completed and in production.				



Iowa Interactive – IOWAccess Project Status Report

Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Static Pages					
State Homepage	DAS-ITE	Ongoing	Changes are made on these pages every day.	We manage the site for the State. This includes consulting with the public and agencies in order to provide the necessary features for easy navigation and quality look for State functions.	Current
DAS (DAS main & State Accounting) webpages	DAS	Ongoing	Changes are made as requested	We provide graphics for the whole DAS site, but we have management responsibilities for the main page and the State Accounting Enterprise. We provide consulting services as requested.	Current
Professional Licenses Website	Dept. of Commerce	Ongoing	Changes are made as requested	We provide services for this site and work with them to maintain each site in conjunction with the applications which are being worked on for this agency.	Current
First Lady Vilsack's Website	First Lady Vilsack	Ongoing	Changes are made as requested	We provide full website services for this site. The First Lady's staff provides content. We implement based on their requests.	Current
PERB Website	PERB	5/2005	Completed	We have provided a website to the PERB. They have never had a website in the past.	
Dept. of Education (ALMIS)	Education	5/2005	Completed	The Program has asked for rework to its site and graphics	
Dept of Human Rights Website	DHR	5/2005	Completed Design work awaiting approval from new director	We are rewriting the website for the Department of Human Rights. New look and feel and architecture are included. The change in the Director of the agency has caused them to delay going live. We believe that it will still be in early February.	Delayed by Agency



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Civil Rights Commission Website	Civil Rights Commission	5/2005	Completed and Site management System requested	We are working on a new look and feel for the Civil Rights Commission for a new website.	
Community Action Agencies	DHR	5/2005	Completed, awaiting maps from agency to go live	We have been asked to begin a complete redesign project for their current website.	
Governor's Health Conference	DHS	5/2005	Design of Site	We are working with DHS on a design for the Governor's Health Conference to be held in July.	
Insurance Division Website	Dept. of Commerce	5/2005	Completed design work, currently harvesting site	The Division of Insurance has inquired about graphics assistance on their pages. We will be working with them as requested.	
Elder Affairs	Elder Affairs	6/2005	Redesign	This department had asked for assistance in making their site 508 accessible. After some discussions they have asked for a complete redesign on their website. It is currently in process	
Administrative Rules Web Site	IDED	6/2005	Graphics and Architecture are being reviewed by Agency	IDED, in conjunction with many agencies, has requested a website which better explains and lays out administrative rules for businesses and the general public. The group working on this site has asked for some time as they are busy with the Legislative process.	Completed
I-3 Website	DAS	6/2005	Design & layout completed, awaiting content	We have developed new graphics and an architecture for help with the I-3 Project	Delayed by Agency
DAS Website	DAS	6/2005	Update to site & Management structure	We have been asked to develop a new infrastructure and design elements for DAS Site. A new Public information officer has been hired. This project is on hold until the new PIO has an opportunity to get engaged with the project	Delayed by Agency



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
EIP Website	DAS	6/2005	Design completed, review by agency	New structure to assist in managing the Site. A new PIO for DAS, this project has been put on hold.	Delayed by Agency
Logos & Graphics	DAS	6/2005	Develop logos and Graphics as requested	We currently have three projects which are being worked on. Powered by DAS, A&A. We have been requested to hold these particular project until staff is available to review.	Delayed by Agency
Department of Education	DOE	6/2005	Redesign	We have been asked to begin a complete redesign project for their current website.	
First Lady Vilsack's Website	Governor's Office	6/2005	Redesign	We have had preliminary talks about redesigning the website for the First Lady	
Utilities Board Division Website	Utilities Board	?	Initial meeting completed	The Utilities Board Division of the Dept. of Commerce is interested in working on a rewrite of their site but are working through some things internally before progressing with us.	Delayed by Agency
Public Health-Childhood Fitness	DPH	7/2005	Site Creation		
Cultural Affairs & Historical Society	Cultural Affairs	7/2005	Site Rewrite		
Youth Leadership Forum	Education	7/2005	Site Creation		
Iowa Youth Collaboration Program	Education	7/2005	Site Creation		
DNR Pleasant Creek Plan	DNR	7/2005	Site Creation		
Applications					
DLR Application	DOT & DAS-ITE	Ongoing	Completed	This application works with the Departments to provide Driver License Records to the qualified individuals for Insurance, Safety and other federally identified purposes.	



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
AG-Tuff Customer App	Attorney General	Maintenance	Completed	This application provides teachers with tips and a quiz to promote good consumer practices for students	
DOT – Tracs-Forum	Dept. of Transportation	5/2005	Completed Development	This application provides the Dept. of Transportation with some information on federally mandated practices and a forum to share information with other states involved with this program	Completed Development
DNR Wildlife	DNR	Maintenance	Completed	This application provides citizens with the ability to sign up for newsletters and get animal counts across the state.	Completed Development
Pension Estimate	IPERS	5/2005	Completed Development	This application provides State employees with a form to fill out certain information and get an estimate of their pension should they retire.	Completed Development
Customer Database	DOT & DAS_ITE	6/2005	In Testing	This application is critical to the DLR application. It is currently housed on Iowa Interactive servers because of database inavailability in ITE's servers. We are converting it to a database system which can be provided on the ITE servers.	
Boards & Comm.	Governor's Office	6/2005	In Development	This application provides the general public with a searchable database on appointments to Boards & Commissions	
Museum Shop Catalogue	State Historical Society	6/2005	In Development	This application is a catalogue service which allows for viewing and ordering of items in the State Historical Society's store.	
Google Search	ITE	Maintenance	Completed	New search engine for state page	
Professional Licenses Apps-Phase I	Department of Commerce	Maintenance	Completed	This application was a transfer to a web-based database application which provides more efficiency and possibilities to the Professional Licensing staff.	
Professional Licenses Apps-Phase II	Dept. of Commerce	Maintenance	Completed	This application provides an online search and renewal system for professional licenses.	Completed



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Professional Licenses Apps-Phase III	Dept. of Commerce	Maintenance	Completed	Searches, integration of 3rd party data, and mailing list are still on the list for development in this area.	Completed
Professional Licenses Apps-Phase IV	Dept. of Commerce	Ongoing	Completed	This is the last adds to this project. This includes the cleanup and complete transformation of the current professional databases into the new applications and the online renewal process for all the other entities. Marketing of the applications is included.	
Public Meeting Calendar	All Agencies	Maintenance	Completed	This application provides a place for agencies to post public meetings and makes a centralized location for citizens to get government information.	Completed Development
Accident Reports	DPS	5/2005	In Development	Development of an online accident reporting system	
Pyxis Web Content Management System	All Agencies	5/2005	Completed Development	This application provides State agencies with a better way to manage their websites. It allows them to enter content while a template is created for them. It eliminates the need for software and html training by employees. It allows any number of persons to create content without the assistance of a web designer.	
First Lady Vilsack's Reading Bulletin	First Lady Vilsack	5/2005	In Development	This project will provide a Bulletin Board posting and Forms for the First Lady's Summer reading project	
FADDS application	DHR	6/2005	In Development	A database and online information collection will be enhanced for this program.	
Roads Condition image	DPS	6/2005	In Development	A rewrite of the application graphic are available for this site and no functional accessibility standards are lost	
Administrative Rules Application	Governor's Office	6/2005	In Development	This is an application which is currently being discussed which may include a search function, a notification system, a commenting system, an electronic filing system and several other features . This application's parameters are still being discussed.	
Patrol Employment forms	DPS	6/2005	In Development	This will take existing employment forms and put them on the web and provide file for import by DPS	



Project Name	Requesting Department	Completion Date	Current Project Status	Project Description	Updates
Cabins Reservation	DNR	6/2005	Completed – In testing	This is a straight system to internally add cabin reservations.	In Testing
Campground Reservation System	DNR	6/2005	In Development	This application will start with the ability to provide cabins to be reserved online and then include a full campground reservation system in the future.	
Conference Registration System	All Agencies	7/2005	In Development		
Medical Examiners Database & apps	Medical Examiners	8/2005	In Development	Database and application development are on the list for this agency.	
Dentists Database & apps	Dentists	8/2005	In Development	Database and application development are on the list for this agency.	
Grant Management System	GEMS	9/2005	Requirements Gathering		



Update on Electronic Tax Administration Program

May 24, 2005

Looking forward to a July implementation of the sales and use tax component the department has focused on

- Completion of acceptance testing by IDR. In conjunction with our partner the department is using a structured test plan and over one dozen staff resources to test the various features of the application.
- Information mailings are being distributed to the over 100,000 retail sales and use tax filers informing them of the benefits of the electronic reporting and payment features of the application.

Utilization of the Withholding module continues to gain acceptance and utilization continues to rise. The first “quarterly due date” (April 30) was a milestone for the program with all agents required to file at this time. The withholding agents and the department successfully completed the preparation and processing of over 79,000 returns and payments for this due date. Since its inception has gone extremely well with over \$1.0 billion of Iowa withholding taxes remitted electronically in calendar 2005.

.The agency continues to measure customer satisfaction in a variety of ways but one of the most meaningful is the direct customer feedback we receive. Each is important to the department.

Some suggest changes such as *“reducing the space on certain confirmation notices to reduce the printing requirement.”* These are acted on with our partner and as a result a number of enhancements to the application have occurred.

However, others are simply letting the department know the satisfaction that is being experienced by our customers. There are a variety of these messages received in recent weeks, many were received that simply reflected the following sentiment:

“I wasn’t sure this was going to be an improvement. Glad to admit I was wrong. The department is to be commended for leading efforts to make the system more efficient. Iowa is ahead of the pack.”

eGovernment Policy Research Project Update

May 23, 2005

For the e-government policy research project, the Public Policy and Administration Program (PPAP) has continued working with the IOWAccess subcommittee and the Center for Survey Statistics and Methodology (Survey Center). We at the PPAP have worked on both the business and citizen surveys simultaneously for the past month.

➤ e-Government business survey:

For the past month, the effort focuses on conducting analysis, preparing the report, and communicating results to key stakeholders.

- Drs. Yu-Che Chen and Kurt Thurmaier continued working with graduate students to conduct extensive data analysis as part of report preparation.
- The PPAP team finished a draft report in early May for the ITE's comments. John Gillispie was briefed on the draft report before it was finalized.
- Drs. Yu-Che Chen and Kurt Thurmaier presented the results of the survey to the IOWAccess Council on May 11.
- The final draft was sent out for Council members' comments on May 12. Council members requested a two-week period to provide feedback. The final report will incorporate the members' comments and should be finished by June 10.

➤ e-Government citizen survey:

The major accomplishment is the completion of phone interviews and the preparation of data sets by the survey center.

- Interviews were conducted with a total of 404 Iowa citizens. All telephone numbers in the sample were finalized and their disposition recorded.
- Throughout the data collection, quality control supervisors monitored each interviewer to ensure that they followed proper protocol and to provide guidance in unusual circumstances. Moreover, editing procedures were followed to check on the quality of recorded data and to recode where necessary.
- After interviews were completed the data was compiled, cleaned, and saved in SPSS files. Frequencies were run in SPSS. Responses to open-ended questions were compiled in a text file. A coding manual was developed. Data files, frequencies, coding manual, and text files were delivered to the principal investigators on May 13, 2005.
- A methodology report describing the data collection procedures for this project was written by the survey center and delivered to Drs. Chen and Thurmaier on May 18, 2005.
- Drs. Chen and Thurmaier have begun to look at the data and prepare for data analysis.



In the coming month, the PPAP team will finalize the e-government business survey report. Moreover, the PPAP team will begin the preparation and analysis of the e-government citizen survey data. The goal is to finish most of the analysis in June for a possible presentation at the Council meeting in July.

28E Project Update

May 25, 2005

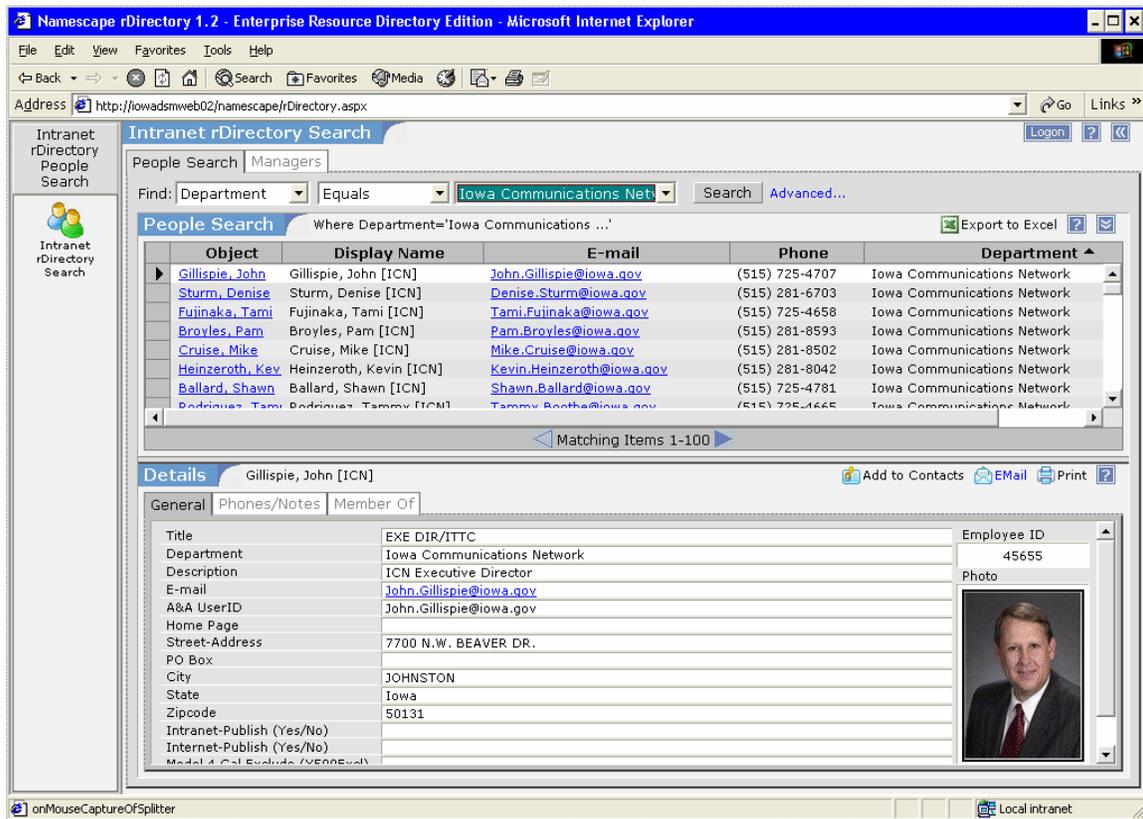
- ✓ The major emphasis of the last month of activity has been working with ITE and SOS on the system design. A series of meetings (4/28 and 5/20) and communication with ITE and SOS were held to produce agreement on system design specifications, including all functionalities for the web site. Most of the issues have been resolved. We are currently working on some hosting issues for the ITE to start implementing the design.
- ✓ We expect a few more surveys to arrive before the end of the project, and they will be added to the database as soon as possible. At the end of June we will rerun the data analysis using all of the returned surveys and update the graphs and tables presented to the council at our briefing this spring. We will include them in the final report to the council and make them available on the 28E website.
- ✓ We have begun creating the 28E website at ISU that will host the management reports, the survey results, and the GIS maps. These will be accessed through a link from the Secretary of State's website. The 28E database will reside completely on the SOS website, including filing of new 28Es and accessing the new 28E database.
- ✓ The 28E management reports are being revised into final form.
- ✓ We continued working with the GIS lab at ISU to refine the data management and correct data errors related to production for the GIS maps. We are now developing the final set of maps for publication on the 28E webpage with the database.

Update On The Online Phone Book Project

May 25, 2005

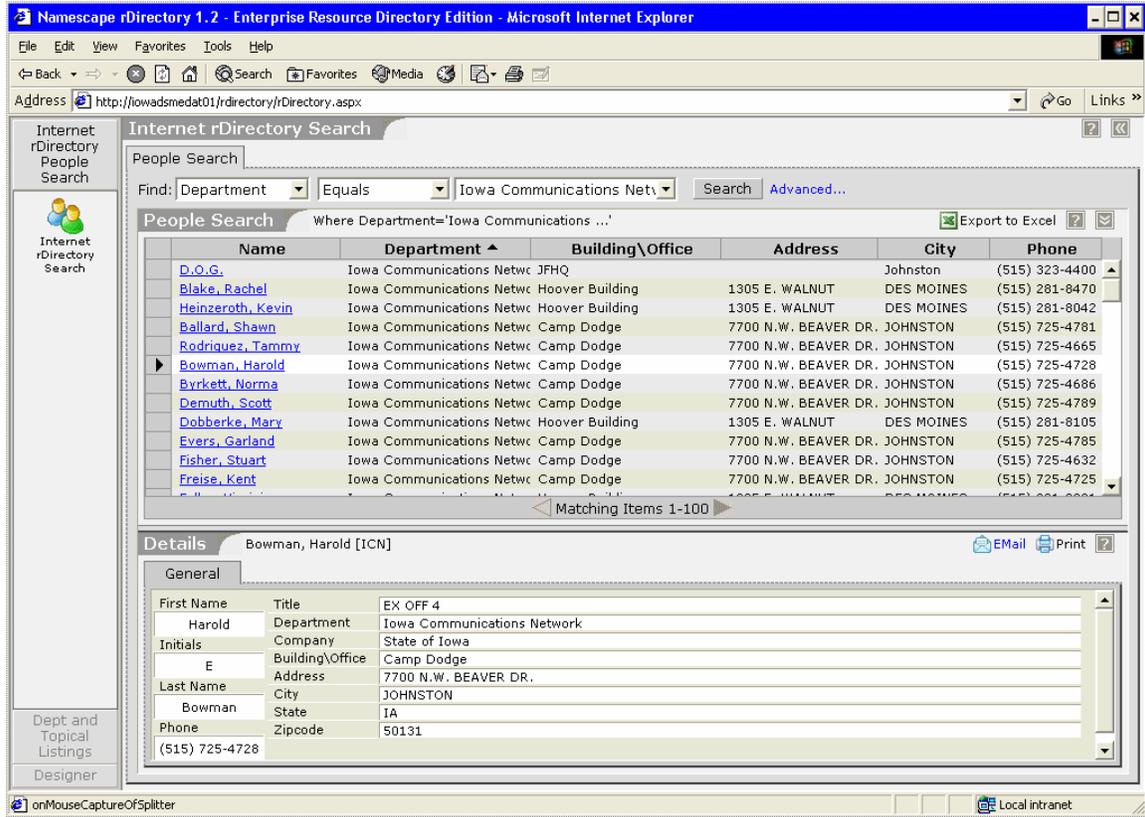
The Information Technology Enterprise (ITE) and the Iowa Communications Network (ICN) have set a target date of July 1 to have the new online state government phone book Website available. ICN will host a cover page that will contain links to the static PDF pages as well as a link to the rDirectory interactive search application. A mockup of the page that the ICN Marketing Division has created is in Figure 1.

Figure 1. Directory Search Page



ITE has installed the rDirectory framework application on Intranet and Internet servers. ITE has developed a mockup of the Intranet and Internet interactive white pages that search the rDirectory. See Figure 2.

Figure 2. White Page People Search



ITE has also prototyped the Internet interactive white pages, departmental listings and topical listings that search the rDirectory. The ITE Security Team is reviewing the setups.

The next step will be to have ICN publish the cover page and link to the production copy of rDirectory after ITE gets it installed on the production server on or about May 27. Additionally, ITE will provide a link from the INTRANET.IOWA.GOV website to the intranet copy. ICN will begin promoting the online phone book service in June and gather feed back on the application.